AZNET LAN SUPPORT PRICING		
CODE	SERVICE DESCRIPTION	PRICE PER PORT PER MONTH
A + B	Break/Fix Maintenance and Monitoring.	$4.75 per port
A + B + C A + B + E	Break/Fix, Monitoring, & Remote Configurations (or Firewall soft). Services C and E must be selected for all devices (ports)	$6.75 per port
A + B + C + E	Break/Fix, Monitoring, Remote Configurations, & Firewall soft	$8.50 per port
D	On-Site MACs (Time & Materials)	$100 per hour
Additional Remote Configurations	Each additional Remote Configuration change over and above the allowed quantity per quarter	$25 per change
E	Firewall Soft MAC Changes. Must be selected for all devices (ports) at a site.	$2.00 per port
Additional Firewall Soft MACs	Each additional Firewall Soft MAC over and above the allowed quantity per quarter	$40.00 per change
TRIP	Trip Charges for Break/Fix Maintenance services for Zones C and D	During State business hours, $102 for Zone C and $170 for Zone D; outside State business hours, $153 for Zone C and $255 of Zone D
Accenture only charges for in-use LAN Ports. However, there is a minimum number of in-use billable ports for chassis-based switches. The minimum number of billable in-use ports is 96 for Cisco Catalyst 4x00 series and 144 for the 6x00 series.		

- ▪ (A) Break/Fix Maintenance. Accenture will provide maintenance of covered LAN equipment. This means that Accenture will repair or replace failed LAN equipment and return it to operation. This includes all labor, spares, repairs, and Class C parts needed to restore service. If a trouble is detected, Accenture will attempt to remotely clear the problem, and if the problem cannot be cleared remotely, then a technician shall be dispatched on site to make the repair. Trip charges will apply for dispatch support for Zones C and D, as defined below. The maintenance coverage is as follows:
  - o Severity 1 trouble coverage
    - ▪ remote diagnosis and attempted remote clearing, 24x7
    - ▪ on-site repair of problems that cannot be cleared remotely
    - ▪ Service Level Agreements (SLAs) are as stated in Contract Attachment 7.1 unless otherwise stated in this document
    - ▪ The service credit for failure to meet a LAN Severity 1 trouble is $100, rather than $500 as stated in Attachment 7.1

  - o Severity 2 trouble coverage
    - ▪ remote diagnosis and attempted remote clearing, 12 hours per day, Monday through Friday, except State holidays
    - ▪ on-site repair of problems that cannot be cleared remotely
    - ▪ Service Level Agreements (SLAs) are as stated in Contract Attachment 7.1 unless otherwise stated in this document
    - ▪ The service credit for failure to meet a LAN Severity 2 trouble is $75, rather than $300 as stated in Attachment 7.1

  - o Severity 3 trouble coverage
    - ▪ remote diagnosis and attempted remote clearing, 8 hours per day, Monday through Friday, except State holidays
    - ▪ on-site repair of problems that cannot be cleared remotely
    - ▪ Service Level Agreements (SLAs) are as stated in Contract Attachment 7.1 unless otherwise stated in this document
    - ▪ The service credit for failure to meet a LAN Severity 3 trouble is $25, rather than $100 as stated in Attachment 7.1

- (B) Monitoring. Accenture will provide
    - 7x24 monitoring of LAN device (not specific ports) availability including
        - Initial setup of LAN devices at the NOC
        - Fault Management
        - Active monitoring of the in-scope LAN devices
        - Up/down status via ICMP pings and SNMP traps
        - Monitoring of network alarms
        - Responding to network alerts
        - Monitoring of physical and logical LAN connections
        - Performing fault resolution for in-scope LAN devices
        - Performing Root Cause Analysis on an as-needed basis
    - Open AZNet trouble tickets for all LAN incidents, notify appropriate AZNet and client personnel, engage remote diagnosis personnel, and dispatch as necessary to correct troubles.
    - If non-LAN troubles are detected, open AZNet trouble tickets, and follow the proper procedures to engage the appropriate parties to correct the troubles. Examples include power outage, carrier problem, or major virus attack.

- (C) Remote LAN Configuration Changes
    - Accenture will provide LAN remote configuration changes
    - Quantity of remote configuration changes is 0.25 changes per port per quarter, the changes can be to any port, rollover to only the next quarter is allowed, and billing is quarterly in the month following the end of each State fiscal quarter
    - Switch installation is exclude as a configuration change, as are firewall changes
    - Remote configuration changes will be performed Monday, Wednesday, Friday from 6 pm to midnight, unless an emergency situation exists

- (D) On-Site MACs and/or On-Site Configuration Changes
    - On-site LAN MACs will be performed on a Time and Materials basis only, at the current AZNet T&M rate for data work which is currently $100 per hour
    - On-site LAN MACs will be completed within 5 days
    - For LAN MACs, travel time will be charged as follows, as defined in the AZNet pricing posted at AZNet.gov: for Zone A, no travel time is charged; for Zone B only one way travel time is charged; and for Zones C and D two-way travel time is charged. T&M hours are rounded to the nearest hour with a one hour minimum (e.g. if work takes 1 hour and 23 minutes, State is charged for 1 hour; if work takes 1 hour and 45 minutes, State is billed for 2 hours). Travel time initiates from the closer of the actual dispatch point or the closest Zone A city.

- (E) Remote Firewall MACs
    - Accenture will provide remote firewall MACs
    - Quantity of remote firewall MACs is 0.25 changes per port per quarter, rollover to only the next quarter is allowed, and billing for excess firewall MACs is quarterly in the month following the end of each State fiscal quarter (e.g. 1618 Ports managed = 405 Firewall MACs/Quarter)
    - Agency will submit change requests for each MAC via a standard request form, to be provided by AZNet. All changes will adhere to the Firewall Policy approved by the Network Security Policy Committee. Agency will be responsible for requesting approval for exceptions from the Committee, as required.
    - Change requests that require updates to multiple firewalls will cost 1 MAC per each firewall update.
    - Remote firewall MACs will be performed Monday, Wednesday, Friday from 6 pm to midnight, unless an emergency situation exists. A maximum of 2 emergency changes per month will be allowed. Additional emergency changes each month beyond this maximum will be completed on a Time and Materials basis only, at the current AZNet T&M rate for security work which is currently $150 per hour.
    - Agency will be responsible for requesting change window approval from all applicable organizations.

The definitions of these LAN Support Services are based on certain key terms and assumptions which are defined below:

- "Covered" or "In Scope" LAN Equipment is LAN switching equipment defined to Accenture by the agency requesting service. The equipment will be defined in a LAN Inventory Workbook and this definition shall include the agency, equipment, manufacturer, model, software release (if applicable), and number of ports, as well as the PON and SubPON for each port to be covered.
- "LAN Ports" are all ports on LAN switching equipment that are not designated by the manufacturer as up-stream or down-stream ports for connection to other LAN switching equipment. If an end user LAN switch port happens to be connected to another LAN switch, then that port is a LAN Port.
- Trip Charges. If dispatch to a Zone C or D site is required to correct a trouble, a Trip Charge will apply. The Trip Charge shall be as defined in the then current AZNET MAC Pricing. The current charges are as follows: during State business hours, $102 for Zone C and $170 for Zone D; outside State business hours, $153 for Zone C and $255 of Zone D.
- Covered LAN Ports. Accenture charges for in-use LAN Ports, not ports with no connection, and all Covered LAN Ports must have a defined PON and SubPON. However, at least half of the available LAN Ports for an agency at a site must be Covered, otherwise there will a minimum charge of one half of all LAN Ports for the agency at the site. Further, Service C and E must be selected for ports at a site, but not necessarily all sites of an agency.
- Accenture reserves the right not to provide LAN Support Services for any agency and any site. However, Accenture will negotiate a custom solution for any agency if desired by the agency.
- Minimum Period of Coverage. LAN Support Services agreements have a minimum period of one year.
- Billing for LAN Support Services for each month will take place in the AZNet Billport bill which is published in that month. If LAN service starts on or before the 15th of a month, then the agency will be billed for that month. If LAN service starts on the 16th of the month or after, then the agency will be billed in the following month.
- Layer 3 support is not included in any pricing provided
- As provided for in the AZNet Contract, Accenture is entitled to use existing agency LAN spares
- Each LAN switch must be manageable with a publicly routed IP address, using address space owned by the agency and/or the State of Arizona. If a switch is not manageable, Accenture will not provide monitoring services, but the price per port will not be reduced
- All cabling is out of the scope